

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 08/13/2009  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>297126</b>		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED  <b>05/06/2009</b>	
NAME OF PROVIDER OR SUPPLIER  <b>STELLAR HEALTH SYSTEM INC</b>				STREET ADDRESS, CITY, STATE, ZIP CODE <b>2940 S JONES BLVD STE A LAS VEGAS, NV 89146</b>			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETION DATE
G 000	<p><b>INITIAL COMMENTS</b></p> <p>This Statement of Deficiencies was generated as a result of the Medicare re-certification survey under 42 CFR Part 484 - Home Health Services, conducted at your agency from 4/30/09 through 5/6/09.</p> <p>The active census on the first day of survey was 78. Fifteen clinical records were reviewed, including three closed records. Five home visits were conducted.</p> <p>The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state, or local laws.</p>			G 000			
G 143	<p>The following regulatory deficiencies were identified:</p> <p><b>484.14(g) COORDINATION OF PATIENT SERVICES</b></p> <p>All personnel furnishing services maintain liaison to ensure that their efforts are coordinated effectively and support the objectives outlined in the plan of care.</p> <p>This STANDARD is not met as evidenced by: Based on interview and clinical record review, the agency failed to ensure staff maintained liaison to ensure their efforts were coordinated effectively and supported the objectives as outlined in the plan of care for 3 of 15 patients (#1, 3, 15).</p> <p>Findings include:</p>			G 143			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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G 143	<p>Continued From page 1</p> <p>Patient #1</p> <p>Patient #1 was admitted on 6/30/08 with diagnoses including muscle weakness, multiple joint pain, cardiac dysrhythmias and anemia secondary to chronic kidney disease.</p> <p>A Nursing Clinical Note (NCN) dated 3/14/09, revealed Patient #1 had a heart rate of between 40 and 58 beats per minute (BPM) between 8:00 AM and 8:45 AM.</p> <p>A NCN, dated 4/2/09, revealed Patient #1 had a heart rate of 54 BPM between 1:00 PM and 1:45 PM.</p> <p>A NCN, dated 4/8/09, revealed Patient #1 had a heart rate of 40 BPM while in bed and a rate of 50 BPM "after transferring" (from bed to wheelchair) between 12:00 PM and 12:50 PM.</p> <p>The NCN had an area in the lower right hand corner for the staff to indicate they spoke with MD (medical doctor), SN (skilled nursing), CNA (certified nursing assistant), PT (physical therapy), OT (occupational therapy), or MSW (Masters prepared social worker) providing services for Patient #1.</p> <p>The NCNs dated 3/14, 4/2 and 4/8/09, lacked documented evidence the SN had notified anyone regarding Patient #1's low heart rate.</p> <p>Note: Patient #1's baseline heart rate was approximately 60 BPM.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 3/23/09 with</p>	G 143			

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G 143	<p>Continued From page 2</p> <p>diagnoses including deep vein thrombosis, difficulty walking, peripheral vascular disease and obesity.</p> <p>A Case Conference (CC) note dated 3/23/09 documented Patient #3 was having problems with the home telephone. The note was signed by the registered nurse (RN) who admitted the patient. The note lacked signatures of other disciplines assigned to the case. The note lacked documentation indicating the other disciplines were aware of the telephone issue.</p> <p>Patient #3's clinical record contained a "Patient Note" dated 4/6/09 and signed by the Director of Professional Services (DPS) which read, "MSW (Masters prepared social worker) completed various attempts to contact pt (patient) via phone. Instruct MSW to drive by as pt is unable to leave home."</p> <p>Patient #3's clinical record contained a Communication Note/Physician Orders (one page) dated 4/8/09, on which the physical therapist (PT) wrote, "Pt (patient) is a 'no pick-up'. Left voice messages to pt's phone answering machine (702) (phone number) x (times) 5 attempts on 3/27/09, 3/30/09, 4/1/09, 4/5/09 and 4/8/09. No return calls from pt and/or family."</p> <p>On 5/5/09 in the morning, the DPS reviewed the CC note written by the RN and acknowledged there was no documentation indicating the PT was made aware Patient #3's telephone was not working.</p> <p>Patient #15</p> <p>Patient #15 was admitted on 4/13/09 with</p>			G 143			

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G 143	Continued From page 3  diagnoses including diabetes mellitus, debility, muscle weakness and status post craniotomy for evacuation of subdural hematoma.  The clinical record for Patient #15 contained a Communication Note/Physicians Order dated 4/15/09, indicating the patient's family had called the PT (physical therapist) to reschedule the 4/15/09 evaluation to 4/17/09 due to the patient's increased sleepiness and lethargy.  On 4/20/09, the patient was transported to an acute care facility secondary to the increased sleepiness and lethargy. The clinical record lacked documented evidence indicating the RN (registered nurse) was notified of the changed status of Patient #15 on 4/15/09.	G 143			
G 144	484.14(g) COORDINATION OF PATIENT SERVICES  The clinical record or minutes of case conferences establish that effective interchange, reporting, and coordination of patient care does occur.  This STANDARD is not met as evidenced by: Based on interview, record review and document review, the agency failed to ensure case conferences established effective interchange, reporting, and coordination of patient care between disciplines for 6 of 15 patients (#1, 3, 8, 12, 13, 15).  Findings include:  Patient #1	G 144			

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G 144	<p>Continued From page 4</p> <p>Patient #1 was admitted on 6/30/08, with diagnoses including muscle weakness, multiple joint pain, cardiac dysrhythmia and anemia secondary to chronic kidney disease.</p> <p>The clinical record for Patient #1 contained an undated Case Conference (CC) form which indicated the patient needed physical therapy (PT) to evaluate and treat for "... decreased upright tolerance/endurance and decreased range of motion (ROM)/strength." The form contained the signatures of three nurses. There was no PT signature on the form. There was no documented evidence PT was advised of the patient's need for PT services.</p> <p>A CC form dated 4/13/09 indicated Patient #1 needed PT for "...difficulty in transfer, decreased upright tolerance/endurance, poor safety/balance, decreased ROM, pain in lower back, difficulty with gait, and equipment (walker)." The 4/13/09 form contained the signature of one nurse. There was no PT signature. There was no documented evidence PT was advised of the patient's need for PT services.</p> <p>A CC form dated 4/23/09 indicated Patient #1 needed PT for "...difficulty in transfer, poor safety/balance, painful and difficulty with gait." The form was signed by one registered nurse (RN). There were no other signatures on the form. There was no documented evidence PT was advised of the patient's need for PT services.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 3/23/09 with diagnoses including deep vein thrombosis, difficulty walking, peripheral vascular disease and</p>	G 144			

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G 144	<p>Continued From page 5 obesity.</p> <p>A case conference (CC) form dated 3/23/09 indicated Patient #3 needed PT, occupational therapy (OT) and social services. In the area of the form titled "Recommendation," the RN wrote, "...problems with telephone not working ...." The form lacked documentation indicating the other disciplines were notified regarding the non-working telephone. The only signature on the form was the RN's.</p> <p>Patient #8</p> <p>Patient #8 was admitted on 8/27/08, with diagnoses including open wound to the lower extremity, abnormality of gait, acute exacerbation of chronic obstructive bronchitis and pernicious anemia.</p> <p>The clinical record for Patient #8 contained Case Conference (CC) notes dated 8/27/08, 9/1/08, 12/23/08 and 2/18/09. Three of the CC notes had the signature of one discipline. The note dated 9/1/08 had no signatures. The form lacked documented evidence indicating PT was notified of the "patient and spouse requesting PT."</p> <p>Patient #12</p> <p>Patient #12 was admitted on 1/7/09 with diagnoses including lumbago, difficulty walking, hypertension and diabetes mellitus.</p> <p>The clinical record for Patient #12 contained a CC note dated 3/6/09 and signed by a RN, indicating the patient continued to require PT services. The note lacked documented evidence PT was notified of the ongoing need for services. The</p>	G 144			

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G 144	<p>Continued From page 6</p> <p>note lacked the signature of a PT.</p> <p>Patient #15</p> <p>Patient #15 was admitted on 4/13/09 with diagnoses including diabetes mellitus, debility, muscle weakness and status post craniotomy for evacuation of subdural hematoma.</p> <p>The clinical record for Patient #15 contained one CC form dated 4/13/09. On 4/20/09, the patient was transported to an acute care facility. The clinical record lacked a CC form indicating a change in the patient's condition.</p> <p>On 5/1/09 at 9:20 AM, the Director of Professional Services (DPS) indicated case conferences were held at the start of care (and to be submitted the day after the start of care), at least every 30 days and any time a patient experienced a change in condition.</p> <p>On 5/1/09 at 9:25 AM, the DPS acknowledged that a "case conference" which consisted of one person did not make a case conference.</p> <p>Patient #13</p> <p>Patient #13 was admitted on 6/9/07 with diagnoses including skin disorders, open wound of the knee and abdomen, peripheral vascular disease and hypertension.</p> <p>Documentation in Patient #13's medical record regarding case conference revealed:</p> <p>- Case Conference form dated 3/25/09 was in Patient #13's chart and signed by two individuals (unable to identify the disciplines of the</p>	G 144			

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G 144	<p>Continued From page 7</p> <p>individuals). There were no services checked and no recommendations indicated.</p> <p>- Discipline Referral Sheet dated 3/25/09 signed by one individual. There was no information entered, including Patient #13's name.</p> <p>- Case Conference form undated in the medical record signed by two individuals (unable to identify the disciplines of the individuals). There was no information entered including Patient #13's name.</p> <p>- Discipline Referral Sheet, undated, in the medical record. This was signed by Employee #4 and another individual (unable to identify). There was no information entered, including Patient #13's name.</p> <p>- Case Conference note dated 11/29/08 indicated Services- SN (Skilled Nursing). There was no additional information checked on the form regarding Patient #13's progress or recommendations. The form was signed by Employee #4 and two other people (unable to identify the disciplines).</p> <p>- Case Conference note dated 9/29/08 indicated services provided - SN &amp; PT (Physical Therapy). There were specific areas completed which indicated Patient #13's progress in SN, PT &amp; OT (Occupational Therapy) and recommendations. The Case Conference form was signed by two or three individuals (unable to identify disciplines.)</p> <p>There was no documented evidence that interdisciplinary case conferences were completed for Resident #13 since 9/29/08.</p>	G 144			



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G 144	Continued From page 8 The agency policy titled Case Conference, undated, revealed: "Case conferences shall be held regularly to review problem cases and to review the plan of treatment for appropriateness of continued services. Such conferences shall be documented separately and or in the clinical record and should be held on each client at the time of admission, monthly and prior to discharge..."  On 5/5/09 in the afternoon, the Director of Professional Services (DPS) was unable to provide additional information regarding the Case Conferences of Patient #13. The DPS explained, "Case conferences are usually done by telephone and sometimes the paperwork doesn't get into the medical record."	G 144			
G 145	484.14(g) COORDINATION OF PATIENT SERVICES  A written summary report for each patient is sent to the attending physician at least every 60 days.  This STANDARD is not met as evidenced by: Based on interview, clinical record review and document review, the agency failed to ensure a written summary report was sent to the attending physician at least every 60 days for 8 of 15 patients (#1, 8, 12, 6, 7, 10, 13, 14).  Findings include:  Patient #1  Patient #1 was admitted on 6/30/08, with diagnoses including muscle weakness, multiple joint pain, cardiac dysrhythmia and anemia secondary to chronic kidney disease.	G 145			

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G 145	<p>Continued From page 9</p> <p>The clinical record for Patient #1 contained a "Clinical Summary" (last page of the Plan of Treatment) for each of the certification periods ending 12/27/08 and 2/24/09. The reports lacked evidence of the patient's status at the beginning of each period, treatments provided and the patient's progress (or lack thereof) as well as the patient's overall status at the end of each certification period.</p> <p>Patient #8</p> <p>Patient #8 was admitted on 8/27/08 with diagnoses including open wound to the lower extremity, abnormality of gait, acute exacerbation of chronic obstructive bronchitis and pernicious anemia.</p> <p>The clinical record for Patient #8 contained a "Clinical Summary" (last page of the Plan of Treatment) for each of the certification periods ending 10/25/08, 12/24/08, 2/22/09 and 4/23/09. The reports lacked evidence of the patient's status at the beginning of each period, treatments provided and the patient's progress (or lack thereof) as well as the patient's overall status at the end of each certification period.</p> <p>Patient #12</p> <p>Patient #12 was admitted on 1/7/09 with diagnoses including lumbago, difficulty walking, hypertension and diabetes mellitus.</p> <p>The clinical record for Patient #12 contained a "Clinical Summary" (last page of the Plan of Treatment) for each of the certification periods ending 3/7/09 and 5/6/09. The reports lacked</p>	G 145			

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G 145	<p>Continued From page 10</p> <p>evidence of the patient's status at the beginning of each period, treatments provided and the patient's progress (or lack thereof) as well as the patient's overall status at the end of each certification period.</p> <p>On 5/5/09 in the morning, the DPS indicated the clinicians were supposed to have started using a new form created in house to prompt the clinicians for the details of the certification period, including problems at start of care and current status.</p> <p>Patient #6</p> <p>Patient#6 was admitted on 1/14/09 with diagnoses including weakness, debility, congestive heart failure and hypertension.</p> <p>Patient #6 was reassessed on 3/14/09 and a new plan of care sent to the physician for signature. There was no documented evidence that a 60 day summary report was sent to the physician which included the status of the patient at the start of the certification period, patient progress, and current status of the patient.</p> <p>Patient #7</p> <p>Patient #7 was admitted on 1/7/09 with diagnoses including diabetes, chronic obstructive pulmonary, and hypertension.</p> <p>Patient #7 was reassessed on 3/7/09 and a new plan of care sent to the physician for signature. There was no documented evidence that a 60 day summary report was sent to the physician which included the status of the patient at the start of the certification period, patient progress,</p>	G 145			

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G 145	<p>Continued From page 11 and current status of the patient.</p> <p>Patient #10</p> <p>Patient #10 was admitted on 1/28/09 with diagnoses including diabetes, chronic obstructive pulmonary disease, and hypertension.</p> <p>Patient #10 was reassessed on 3/28/09 and a new plan of care sent to the physician for signature. There was no documented evidence that a 60 day summary report was sent to the physician which included the status of the patient at the start of the certification period, patient progress, and current status of the patient.</p> <p>Patient #13</p> <p>Patient #13 was admitted on 6/9/07 with diagnoses including skin disorder, open wounds of the knee and abdomen, peripheral vascular disease, and hypertension.</p> <p>There was no documented evidence that a 60 day summary report which included the status of Patient #13 at the start of the certification period, patient progress, and current status of the patient, was sent to the physician for the last two certification periods.</p> <p>Patient #14</p> <p>Patient #14 was admitted on 10/10/08 with diagnoses including muscle weakness, hypertension and depressive disorder.</p> <p>There was no documented evidence that a 60 day summary report which included the status of Patient #14 at the start of the certification period,</p>	G 145			

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G 145	Continued From page 12	G 145			
G 158	<p>patient progress, and current status of the patient, was sent to the physician for the last two certification periods.</p> <p>484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER</p> <p>Care follows a written plan of care established and periodically reviewed by a doctor of medicine, osteopathy, or podiatric medicine.</p> <p>This STANDARD is not met as evidenced by: Based on interview and clinical record review, the agency failed to ensure the written plan of care was followed for 2 of 15 patients (#3, 8).</p> <p>Patient #3</p> <p>Patient #3 was admitted on 3/23/09 with diagnoses including deep vein thrombosis, difficulty walking, peripheral vascular disease and obesity.</p> <p>Patient #3's clinical record contained a Communication Note/Physician Orders (CN/PO) (one page) dated 4/8/09, on which the physical therapist (PT) wrote, "Pt (patient) is a 'no pick-up'. Left voice messages to pt's phone answering machine (702) (phone number) x (times) 5 attempts on 3/27/09, 3/30/09, 4/1/09, 4/5/09 and 4/8/09. No return calls from pt and/or family."</p> <p>The 4/8/09 CN/PO lacked documented evidence indicating Patient #3's physician was notified the patient had not been seen by PT as of 4/8/09.</p> <p>On 5/1/09 in the afternoon, the DPS explained, "The patient (#3) was having telephone problems and refused PT in the past...there is barely</p>	G 158			

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G 158	Continued From page 13 enough room in the patient's RV/mobile home to move around in."  Patient #8  Patient #8 was admitted on 8/27/08 with diagnoses including open wound to the lower extremity, abnormality of gait, acute exacerbation of chronic obstructive bronchitis and pernicious anemia.  The physician's orders for Patient #8's recertification period of 12/26/08 through 2/22/09 indicated the skilled nursing (SN) frequency was once a week for one week; two times a week for two weeks and once a week for six weeks. There were two days left in the first week of the new certification period. The clinical record lacked documented evidence a SN visit was made on either of those two days. There was no documentation indicating the physician was notified that no visit would be made and the reason why.	G 158			
G 164	484.18(b) PERIODIC REVIEW OF PLAN OF CARE  Agency professional staff promptly alert the physician to any changes that suggest a need to alter the plan of care.  This STANDARD is not met as evidenced by: Based on clinical record review, the agency failed to ensure staff promptly alerted the physician to any changes that suggested a need to alter the plan of care for ___ of 15 patients (#3, ).  Findings include:	G 164			

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G 164	Continued From page 14 Patient #3  Patient #3 was admitted on 3/23/09 with diagnoses including deep vein thrombosis, difficulty walking, peripheral vascular disease and obesity.  A Communication Note/Physician Order (all one page) dated 4/8/09, and written by the physical therapist (PT) revealed,	G 164			
G 165	484.18(c) CONFORMANCE WITH PHYSICIAN ORDERS  Drugs and treatments are administered by agency staff only as ordered by the physician.  This STANDARD is not met as evidenced by: Based on interview and clinical record review, the agency failed to ensure all drugs and treatments were administered only as ordered by a physician for 3 of 15 patients (#3, 8, 12).  Findings include:  Patient #3  Patient #3 was admitted on 3/23/09 with diagnoses including deep vein thrombosis, difficulty walking, peripheral vascular disease and obesity.  Patient #3's clinical record contained a Medication Profile (MP), dated 3/23/09. The only medication listed on the MP was Warfarin Sodium (Coumadin) 12 milligrams to be taken by mouth every day.  Patient #3's clinical record contained:	G 165			

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G 165	<p>Continued From page 15</p> <p>-- a physician order, dated 4/3/09 at 3:00 PM and signed by the Director of Professional Services (DPS) which read, "Lab results received and orders received Dr. (Medical Doctor) continue to hold Coumadin until lab draw 4/8/09."</p> <p>-- a physician order, dated 4/11/09 at 2:00 PM and signed by the DPS which read, "...Hold Coumadin 10 milligrams daily until next lab draw and dosage instruction from MD."</p> <p>-- a physician order, dated 4/17/09 at 12:00 PM and signed by the DPS which read, "...Begin Coumadin 8 milligrams daily in pm and continue weekly lab draw."</p> <p>Patient #3's MP lacked documented evidence of changes made regarding the Coumadin doses.</p> <p>On 5/5/09 in the morning, the DPS indicated, "The nurses update the copy of the MP in (all) the patients' home folders whenever there is a change in medications (including doses)."</p> <p>Patient #8</p> <p>Patient #8 was admitted on 8/27/08 with diagnoses including open wound to the lower extremity, abnormality of gait, acute exacerbation of chronic obstructive bronchitis and pernicious anemia.</p> <p>The Plan of Care for Patient #8 indicated skilled nursing (SN) was to "... perform and teach patient/caregiver regarding wound care: Cleanse (cleanse) with saline, pat dry with 2X2 sterile gauze, cover with 2X2, secure with tape, dressing change frequency: daily initially, then 2 - 3Xwk."</p>	G 165			



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G 165	<p>Continued From page 16</p> <p>On Patient #8's Nursing Clinical Notes (NCN) dated 8/28/08, 8/29/08, 8/30/08, 9/1/08, 9/3/08, the SN documented, "...cleaned area c (with) NSS (normal saline solution) and pat dry. Covered area c Xeroform, DSD (dry sterile dressing) and secured c tape... instructed patient to keep area clean and dry."</p> <p>On Patient #8's NCN dated 9/5/08, the SN documented, " ...cleaned area c NSS and pat dry. Applied Hydrogel, covered c DSD, wrapped with Kerlix and secured c tape ...instructed patient to keep area clean and dry. "</p> <p>On Patient #8's NCNs dated 9/7/08, 9/22/08, 9/24/08, 9/26/08, 9/29/08, 10/1/08, 10/3/08, 10/6/08, 10/08/08, 10/10/08, 10/13/08, 10/15/08, the SN documented "...cleaned area c NSS and pat dry. Applied wound care gel, covered c Xeroform, DSD, wrapped c kerlix and secured c tape. SN reminded pt to keep area clean and dry."</p> <p>On Patient #8's NCN dated 9/10/08, 9/15/08, the SN documented "...cleaned area c NSS and pat dry. Applied Hydrogel to wound area. Covered with telfa, wrapped c Kerlix and secured c tape... reminded patient to keep area clean and dry."</p> <p>On Patient #8's NCN dated 9/17/08 and 9/19/08, the SN documented "...cleaned area with NSS and pat dry. Applied hydrogel, covered c Xeroform telfa wrapped c Kerlix and secured c tape. SN instructed pt (patient) to keep area clean and dry."</p> <p>On Patient #8's NCN dated 10/17/08, the SN documented, " ...applied wound care solution</p>	G 165			

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G 165	<p>Continued From page 17</p> <p>given by Dr. Then covered c Xeroform, DSD, wrapped c some kerlix and secured c tape. SN instructed pt to keep area clean and dry."</p> <p>On Patient #8's NCN dated 10/20/08, the SN documented, "...cleaned area c NSS and pat dry. area not open skin pink kept area uncovered. Instructed pt if notices any changes to notify MD."</p> <p>On Patient #8's NCN dated 1/6/09, the SN documented, " ... percussion made on upper &amp; lower back to help pt loosen mucous ..."</p> <p>Patient #8's Plan of Care did not include orders for percussion to be performed. There was no physician's order in the clinical record for percussion treatment by the home health nurse.</p> <p>Patient #8's clinical record contained 17 NCNs indicating the patient was on 2 liters of oxygen per minute.</p> <p>One NCN indicated Patient #8 was on 2.5 liters of oxygen per minute.</p> <p>One NCN indicated Patient #8 was on 4 liters of oxygen per minute.</p> <p>Seven NCNs lacked documentation indicating Patient #8 was on oxygen.</p> <p>Oxygen was not listed in the Plan of Care for the periods of 8/27/08 - 10/25/08 and 10/26/08 - 12/24/08 as one of the treatments Patient #8 was to have.</p> <p>The Plan of Care for the periods of 12/25/08 - 2/22/09 and 2/23/09 - 4/23/09 contained orders for Patient #8 to receive "Oxygen at 3 liters per</p>	G 165			

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G 165	<p>Continued From page 18 minute continuously via nasal cannula."</p> <p>Patient #12</p> <p>Patient #12 was admitted on 1/7/09 with diagnoses including lumbago, difficulty walking, hypertension and diabetes mellitus.</p> <p>The registered nurse (RN) made the initial visit on 1/7/09 and referred physical therapy to see Patient #12. Physical therapy treated the patient for nine weeks.</p> <p>On 3/6/09, the RN made a visit to assess and recertify Patient #12 for another 60 days.</p> <p>The clinical record lacked an order for the RN to see Patient #12 for the assessment and recertification visit done on 3/6/09.</p> <p>On 5/1/09 in the afternoon, the Director of Professional Services (DPS) revealed that the nurse who was seeing Patient #8 did not document accurately and did not submit her paperwork according to the schedule/in a timely manner.</p>			G 165			
G 166	<p>484.18(c) CONFORMANCE WITH PHYSICIAN ORDERS</p> <p>Verbal orders are put in writing and signed and dated with the date of receipt by the registered nurse or qualified therapist (as defined in section 484.4 of this chapter) responsible for furnishing or supervising the ordered services.</p> <p>This STANDARD is not met as evidenced by: Based on interview, clinical record review and</p>			G 166			

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G 166	<p>Continued From page 19</p> <p>document review, the agency failed to ensure physicians' orders were signed by the physician within 30 days for 2 of 15 patients (#1, 3).</p> <p>Findings include:</p> <p>Patient #1</p> <p>Patient #1 was admitted on 6/30/08, with diagnoses including muscle weakness, multiple joint pain, cardiac dysrhythmia and anemia secondary to chronic kidney disease.</p> <p>Patient #1's clinical record contained a physician's order, dated 2/3/09, for a skilled nurse to make a prn (as needed) visit for a lab draw.</p> <p>The 2/3/09 order for a prn lab draw was not signed by the ordering physician as of 5/1/09 in the afternoon.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 3/23/09 with diagnoses including deep vein thrombosis, difficulty walking, peripheral vascular disease and obesity.</p> <p>The Plan of Treatment dated 3/23/09, was not signed by the ordering physician as of 5/5/09 in the afternoon.</p> <p>The agency's Policy and Procedure "Physician's Plan of Care/Orders 30.1," (date of inception unknown) revealed, "...Agency expectations are that change orders shall be signed by the physician within 30 days of the date of the order..."</p>	G 166			
G 172	484.30(a) DUTIES OF THE REGISTERED	G 172			

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G 172	<p>Continued From page 20</p> <p>NURSE</p> <p>The registered nurse regularly re-evaluates the patients nursing needs.</p> <p>This STANDARD is not met as evidenced by: Based on clinical record review and interview, the facility failed to ensure the registered nurse regularly re-evaluated the nursing needs for 2 of 15 patients (#12, 15).</p> <p>Findings include:</p> <p>Patient #12</p> <p>Patient #12 was admitted on 1/7/09 with diagnoses including lumbago, difficulty walking, hypertension and diabetes mellitus.</p> <p>During the initial assessment on 1/7/09, the registered nurse (RN) noted Patient #12 had trace edema in both feet.</p> <p>The physical therapist (PT) documented in eight visit notes that Patient #12 had increased edema in both feet. The notes lacked documentation indicating the PT had conferred with the RN or the patient's physician regarding the increased edema.</p> <p>Regarding a 4/8/09 visit, on 5/5/09 at 2:50 PM, the registered nurse (RN) explained "...no, I didn't have her take her shoes off ...yes, her ankles were swollen ... no, I didn't assess her feet because she had shoes on..."</p> <p>The clinical record lacked documented evidence the RN re-evaluated Patient #12's nursing needs</p>	G 172			

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G 172	<p>Continued From page 21 related to the edema in the patient's feet.</p> <p>Patient #15</p> <p>Patient #15 was admitted on 4/13/09 with diagnoses including diabetes mellitus, debility, muscle weakness and status post craniotomy for evacuation of subdural hematoma.</p> <p>The registered nurse (RN) performed the initial evaluation and prepared the plan of care for Patient #15. The licensed practical nurse saw the patient two consecutive times after the RN's initial visit.</p> <p>On 4/15/09, Patient #15 was experiencing increased sleepiness and lethargy. According to a communication note in the clinical record, the patient's family rescheduled a physical therapy evaluation visit from 4/15/09 to 4/17/09 secondary to the patient's increased sleepiness and lethargy.</p> <p>On 5/6/09 at 4:10 PM, the RN indicated she was new to home health and "I don't feel like I'm doing everything I should but I don't really know what to do..."</p> <p>On 5/6/09 at 4:20 PM, Patient #15's caregiver indicated the patient "had a relapse and fell out of bed" on 4/18/09. The caregiver indicated she called the agency on 4/20/09 to tell them (didn't remember who she spoke with) about the fall. The caregiver indicated no one came out to evaluate the patient that day.</p> <p>The clinical record lacked documented evidence indicating the RN made a visit to re-evaluate Patient #15's nursing needs on 4/15/09 and 4/20/09.</p>	G 172			

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G 173	<p><b>484.30(a) DUTIES OF THE REGISTERED NURSE</b></p> <p>The registered nurse initiates the plan of care and necessary revisions.</p> <p>This STANDARD is not met as evidenced by: Based on record review and interview, the facility failed to ensure an accurate and complete plan of care was established and revised as necessary for 3 of 15 patients ( #13, 12, 15).</p> <p>Patient #13</p> <p>Patient #13 was admitted to the agency on 6/9/07 with diagnoses including skin disorders, open wound of the knee and abdomen, peripheral vascular disease and hypertension.</p> <p>Patient #13's Plan of Care dated 1/27/09 indicated SN (Skilled Nursing) frequency: (blank). This was signed by the RN (Registered Nurse) and the physician. There was no date next to the physician's signature.</p> <p>On 5/5/09 in the afternoon, the Director of Professional Services (DPS) obtained a computerized printout titled Patient Notes dated 1/30/09 at 04:30 PM, which revealed: "Clarification of visits by sn (Skilled Nurse): T/C (telephone call) to MD to inform that SV (skilled visits) were missed when sent for signature. She will fax us her order for SN (Skilled Nurse) 1 Wk 9 (once a week for 9 weeks) per signed POT (Plan of Treatment)."</p> <p>On 5/6/09, there was no documented evidence that the signed physician order for Patient #13 was received.</p>	G 173			

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NAME OF PROVIDER OR SUPPLIER  <b>STELLAR HEALTH SYSTEM INC</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>2940 S JONES BLVD STE A LAS VEGAS, NV 89146</b>		
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G 173	<p>Continued From page 23</p> <p>Patient #12</p> <p>Patient #12 was admitted on 1/7/09 with diagnoses including lumbago, difficulty walking, hypertension and diabetes mellitus.</p> <p>During the initial assessment on 1/7/09, the registered nurse (RN) noted Patient #12 had trace edema in both feet.</p> <p>The physical therapist (PT) documented in eight visit notes that Patient #12 had increased edema in both feet.</p> <p>The clinical record lacked documented evidence indicating the RN re-evaluated the patient's status and made changes to Patient #12's plan of care related to the edema in the patient's feet.</p> <p>Patient #15</p> <p>On 4/13/09, Patient #15 was admitted with diagnoses including diabetes mellitus, debility, muscle weakness and status post craniotomy for evacuation of subdural hematoma.</p> <p>The registered nurse (RN) performed the initial evaluation and prepared the plan of care for Patient #15. The licensed practical nurse saw the patient two consecutive times after the RN's initial visit.</p> <p>On 4/15/09, Patient #15 was experiencing increased sleepiness and lethargy. The patient's caregiver re-scheduled a physical therapy visit (from 4/15/09 to 4/17/09) secondary to the patient's increased sleepiness and lethargy.</p>	G 173			



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G 173	Continued From page 24 On 5/6/09 at 4:10 PM, the RN indicated she was new to home health and "I don't feel like I'm doing everything I should but I don't really know what to do..."  On 5/6/09 at 4:20 PM, Patient #15's caregiver indicated the patient "had a relapse and fell out of bed" on 4/18/09. The caregiver indicated she called the agency on 4/20/09 to tell them (didn't remember who she spoke with) about the fall. The caregiver indicated no one came out to evaluate the patient that day.  The clinical record lacked documented evidence indicating the RN re-evaluated the patient and made changes to the plan of care addressing Patient #15's nursing needs on 4/15/09 and 4/20/09.	G 173			
G 178	484.30(a) DUTIES OF THE REGISTERED NURSE  The registered nurse participates in in-service programs, and supervises and teaches other nursing personnel.  This STANDARD is not met as evidenced by: Based on record review, the facility failed to ensure the licensed practical nurse (LPN) was supervised by the registered nurse every 30 days for 2 of 15 patients (#1, 8).  Findings include:  Patient #1  Patient #1 was admitted on 6/30/08, with diagnoses including muscle weakness, multiple joint pain, cardiac dysrhythmia and anemia	G 178			

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G 178	Continued From page 25 secondary to chronic kidney disease.  After the RN admitted Patient #1, the licensed practical nurse (LPN) saw Patient #1 thirteen times (from 2/23/09 through 4/20/09). The clinical record lacked documented evidence of a supervisory visit by the registered nurse (RN) during the nine week time frame.  Patient #8  Patient #8 was admitted on 8/27/08 with diagnoses including open wound to the lower extremity, abnormality of gait, acute exacerbation of chronic obstructive bronchitis and pernicious anemia.  After the RN admitted Patient #8, the LPN saw the patient 25 consecutive times (from 8/28/08 through 10/20/08).  On 10/22/08, the RN saw Patient #8 for the recertification assessment and paperwork. The LPN then saw the patient once a week for six consecutive weeks.  The clinical record lacked documented evidence of a supervisory by the RN from 8/28/08 through 11/28/08.	G 178			
G 182	484.30(b) DUTIES OF THE LICENSED PRACTICAL NURSE  The licensed practical nurse prepares equipment and materials for treatments, observing aseptic technique as required.  This STANDARD is not met as evidenced by: Based on observation, the agency failed to	G 182			

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G 182	Continued From page 26 observe proper technique when assessing a patient for 1 of 15 patients (#2).  Findings include:  Patient #2  The start of care for Patient #2 was 2/28/09. The diagnoses were chronic pain, hypertension, and diabetes.  On 5/1/09 in the afternoon, Patient #2 complained of pain between her toes on her right foot. Employee #5 examined the patient's foot with her pen. Employee #5 separated the resident's toes with the tip of her pen and did not don any gloves. After examinig the resident's toes on the right and left foot with the pen, Employee #5 then proceeded document the results using the same pen without cleaning the tip.	G 182			
G 188	484.32 THERAPY SERVICES  The qualified therapist advises and consults with the family and other agency personnel.  This STANDARD is not met as evidenced by: Based on clinical record review, the agency failed to ensure the physical therapist notified the registered nurse and physician when there was a change in the condition for 1 of 15 patients (#12).  Findings include:  Patient #12  Patient #12 was admitted on 1/7/09 with diagnoses including lumbago, difficulty walking, hypertension and diabetes mellitus.	G 188			

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G 188	Continued From page 27	G 188			
	During the initial assessment on 1/7/09, the registered nurse (RN) noted Patient #12 had trace edema in both feet.				
	The physical therapist (PT) documented in eight visit notes that Patient #12 had increased edema in both feet. The notes lacked documentation indicating the PT had conferred with the RN or the patient's physician regarding the increased edema. The notes lacked documentation indicating the patient was instructed on measures to reduce the edema.				
G 223	484.36(c)(1) ASSIGNMENT & DUTIES OF HOME HEALTH AIDE	G 223			
	The home health aide is assigned to a specific patient by the registered nurse.				
	This STANDARD is not met as evidenced by: Based on record review and interview, the agency failed to ensure the Home Health Aide Plan of Care was completed accurately for 1 of 15 patients (#11).				
	Patient #11				
	Patient #11 was admitted on 3/16/09 with diagnoses including muscle weakness, malaise and fatigue, COPD (Chronic Obstructive Pulmonary Disease) and hypertension.				
	Patient #11's Home Health Aide Plan of Care which was in the medical record was not signed or dated.				
G 224	484.36(c)(1) ASSIGNMENT & DUTIES OF HOME HEALTH AIDE	G 224			

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G 224	Continued From page 28  Written patient care instructions for the home health aide must be prepared by the registered nurse or other appropriate professional who is responsible for the supervision of the home health aide under paragraph (d) of this section.  This STANDARD is not met as evidenced by: Based on interview and clinical record review, the facility failed to ensure written instructions for the home health aid was complete for ___ of 15 patients (# ).  Findings include:  Based on record review, the agency failed to ensure the Home Health Aide Plan of Care was completed accurately for 1 of 15 patients (#11).  Patient #11  Patient #11 was admitted on 3/16/09 with diagnoses including muscle weakness, malaise and fatigue, COPD (Chronic Obstructive Pulmonary Disease) and hypertension.  Patient #11's Home Health Aide Plan of Care which was in the medical record, was not signed or dated.	G 224			
G 226	484.36(c)(2) ASSIGNMENT & DUTIES OF HOME HEALTH AIDE  The duties of a home health aide include the provision of hands on personal care, performance of simple procedures as an extension of therapy or nursing services, assistance in ambulation or exercises, and assistance in administering	G 226			

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G 226	<p>Continued From page 29</p> <p>medications that are ordinarily self administered.</p> <p>This STANDARD is not met as evidenced by: Based on interview and record review, the agency failed to properly document hands on personal care and treatments for 2 of 15 patients (#4, 15).</p> <p>Findings include:</p> <p>Patient #4</p> <p>The start of care for Patient #4 was 9/26/08. The diagnoses were difficulty in walking, muscle weakness, seizure disorder, and pain in limb.</p> <p>Patient #4's Home Health Aide Visit Note's dated and signed by the patient on 1/29/09, 1/26/09, 1/23/09, and 1/21/09 had all the sections left blank. There was no care documented on the forms.</p> <p>On 5/1/09 in the afternoon, the Director of Nursing indicated the Home Health Aide Visit Note's should be filled out and the blank forms were unacceptable.</p> <p>Patient #15</p> <p>Patient #15 was admitted on 4/13/09 with diagnoses including diabetes mellitus, debility, muscle weakness and status post craniotomy for evacuation of subdural hematoma.</p> <p>The Home Health Aide Plan of Care for Patient #15 (prepared by the registered nurse) indicated the home health aide (HHA) was to check vital</p>	G 226			

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G 226	<p>Continued From page 30</p> <p>signs every visit and weigh once a week and 1) shower 2 - 3 times per week; 2) shampoo and perform hair care once a week; 3) shave once a week; 4) apply lotion to the skin every visit; 5) clean/file fingernails once a week; 6) perform catheter care every visit; 7) assist with ambulation and transfers to chair/toilet as needed; 8) set up for feeding as needed; and 9) change bed linens every week.</p> <p>The clinical record for Patient #15 contained two Home Health Aide Visit Notes (HHAVN) (dated 4/15/09 and 4/17/09).</p> <p>The 4/15/09 HHAVN lacked documentation indicating the HHA gave Patient #15 a tub/shower bath that day.</p> <p>The 4/17/09 HHAVN contained documentation indicating the HHA gave Patient #15 a tub/shower bath that day.</p> <p>The 4/17/09 HHAVN lacked documentation indicating the HHA performed catheter care for Patient #15.</p> <p>There was no documented evidence the HHA weighed Patient #15 or cleaned/filed the patient's fingernails on 4/15/09 or 4/17/09.</p> <p>On 5/19/09 at 9:50 AM, the HHA indicated the patient's daughter had already given Patient #15 a shower (with chair in tub) and performed catheter care prior to the HHA's arrival on 4/15/09 and 4/17/09. The HHA indicated she checked the vital signs and applied lotion to the patient's skin. The HHA indicated the patient's caregiver made the mark on the HHAVN indicating the shower was given.</p>	G 226			

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G 229	<p><b>484.36(d)(2) SUPERVISION</b></p> <p>The registered nurse (or another professional described in paragraph (d)(1) of this section) must make an on-site visit to the patient's home no less frequently than every 2 weeks.</p> <p>This STANDARD is not met as evidenced by: Based on record review, interview, and document review, the agency failed to ensure on-site supervisory visits were performed by a registered nurse for 2 of 15 patients (#11, #4).</p> <p>Patient #11</p> <p>Patient #11 was admitted on 3/16/09 with diagnoses including muscle weakness, malaise and fatigue, COPD (Chronic Obstructive Pulmonary Disease) and hypertension.</p> <p>Patient #11's Plan of Care dated 3/16/09 indicated:</p> <p>"CNA (Certified Nursing Assistant): 2W4 (twice a week for 4 weeks), 1W5 (once a week for 5 weeks) to assist with personal hygiene, ADL's (Activities of Daily Living) and light housekeeping."</p> <p>The CNA's notes indicated visits were done for Patient #11 on the following dates: 3/19/09, 3/21/09, 3/23/09, 3/26/09, 3/31/09, 4/5/09, 4/7/09, 4/9/09, and 4/13/09.</p> <p>Documentation in Patient #11's medical record indicated the RN (Registered Nurse) supervisory visit was completed on 4/15/09. There was no documented evidence that a supervisory visit was</p>	G 229			



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G 229	Continued From page 32 completed prior to 4/15/09.  The agency policy titled Home Health Aide Supervision, undated, revealed :  -"Supervisory visits shall be made by the Registered Nurse every 14 days and documented in the clinical record."  On 5/6/09 in the afternoon, the Director of Professional Services (DPS) confirmed that there were no additional RN supervisory visits completed for Patient #11.  Patient #4  The start of care for Patient #4 was 9/26/08. The diagnoses were difficulty in walking, muscle weakness, seizure disorder, and pain in limb.  The last home health aide (HHA) supervisory visit for Patient #4 was completed on 2/22/09. The HHA continued to provide services for the patient until 4/23/09.  On 5/1/09 in the afternoon, the Director of Nursing could not produce HHA supervisory visit notes for care performed for Patient #4 between 2/22/09 to 4/23/09.	G 229			
G 236	484.48 CLINICAL RECORDS  A clinical record containing pertinent past and current findings in accordance with accepted professional standards is maintained for every patient receiving home health services. In addition to the plan of care, the record contains appropriate identifying information; name of physician; drug, dietary, treatment, and activity orders; signed and dated clinical and progress	G 236			

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G 236	Continued From page 33 notes; copies of summary reports sent to the attending physician; and a discharge summary.  This STANDARD is not met as evidenced by: Based on clinical record review, the facility failed to ensure pertinent past findings were obtained for 6 of 15 patients (#3, 7, 8, 10, 12, 14).  Findings include:  The clinical records for Patients #3, 7, 8, 10, 12 and 14 lacked documented evidence of history and physicals and other pertinent past medical findings.	G 236			
G 337	484.55(c) DRUG REGIMEN REVIEW  The comprehensive assessment must include a review of all medications the patient is currently using in order to identify any potential adverse effects and drug reactions, including ineffective drug therapy, significant side effects, significant drug interactions, duplicate drug therapy, and noncompliance with drug therapy.  This STANDARD is not met as evidenced by: Based on observation and record review, the facility failed to maintain an up to date review of all the medications for 2 of 15 patients (#4, 3).  Findings include:  Patient #4  The start of care for Patient #4 was 9/26/08. The diagnoses were difficulty in walking, muscle weakness, seizure disorder, and pain in limb.	G 337			

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G 337	<p>Continued From page 34</p> <p>A home visit was performed on 4/30/09 in the afternoon. Inside patient #4's home folder was an undated medication profile form which listed 15 medications. The start date and the class for each medication was not entered on the form.</p> <p>Patient #4's clinical records (at the office) revealed an updated medication profile form dated 3/21/09 with seven medications listed. The start date and the class for each medication was not entered on the form. The form was not found in the patient's home.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 3/23/09 with diagnoses including deep vein thrombosis, difficulty walking, peripheral vascular disease and obesity.</p> <p>Patient #3's clinical record contained:</p> <p>-- a physician order, dated 4/3/09 at 3:00 PM and signed by the Director of Professional Services (DPS) which read, "Lab results received and orders received Dr. (Medical Doctor) continue to hold Coumadin until lab draw 4/8/09."</p> <p>-- a physician order, dated 4/11/09 at 2:00 PM and signed by the DPS which read, "... Hold Coumadin 10 milligrams daily until next lab draw and dosage instruction from MD."</p> <p>-- a physician order, dated 4/17/09 at 12:00 PM and signed by the DPS which read, "... Begin Coumadin 8 milligrams daily in pm and continue weekly lab draw."</p>	G 337			

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NAME OF PROVIDER OR SUPPLIER  <b>STELLAR HEALTH SYSTEM INC</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>2940 S JONES BLVD STE A LAS VEGAS, NV 89146</b>		
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G 337	<p>Continued From page 35</p> <p>The Medication Profile (MP) in Patient #3's clinical record lacked documented evidence of changes made regarding the Coumadin doses.</p> <p>On 5/5/09 in the morning, the DPS indicated, "The nurses update the copy of the MP in (all) the patients' home folders whenever there is a change in medications (including doses)."</p> <p>On 5/5/09 in the morning, the DPS indicated the nurses were supposed to update the copy of the MP in Patient #3's home folder whenever there was a change in medications and dosages.</p>	G 337			